

661—35.2(80) Filing a complaint.

35.2(1) Any person may file a complaint against an employee or employees by:

a. Mailing a complaint in writing to the professional standards bureau, at the following address:

Professional Standards Bureau
Iowa Department of Public Safety
Wallace State Office Building
Des Moines, Iowa 50319

Complaints in writing may be mailed or submitted to any office of the department.

b. Calling the professional standards bureau at (515)281-5524, or by calling any office of the department.

c. Completing the commendation/complaint form on line on the Web site of the department.

NOTE: The complaint form may be found at the following location:

www.dps.state.ia.us/commis/psb/complaint.shtml.

35.2(2) The complainant should describe as specifically and completely as possible the nature of the complaint and the details of any incident or incidents which give rise to the complaint.

35.2(3) Each complaint received will be recorded and investigated.

35.2(4) The complainant need not be identified. Anonymous complaints will be accepted and investigated as thoroughly as possible.